



CENTRALIZED COMPLAINT MEDIATION PROGRAM

The Centralized Complaint Mediation Program processes, mediates and tracks complaints against large companies within each of the regulated industries. This is particularly beneficial in identifying reoccurring problems within a company's operations. Participation in mediation is voluntary and free of charge.

If you would like to participate in the Program, please call (916) 574-7950.

REFERRAL SERVICES

We can help even if your complaint is not related to the kind of disputes we mediate. The Consumer Information Center provides information and referrals for any consumer issue.

Call our toll free number, 1-800-952-5210, or visit our Web site at www.dca.ca.gov for assistance.



COMPLAINT MEDIATION PROGRAM LOCATIONS

1625 N. Market Blvd., Suite S-202
Sacramento, California 95834
(916) 574-7950

1180 Durfee Avenue, Suite 125
South El Monte, California 91733
(626) 575-7037

3737 Main Street, Suite 650
Riverside, California 92501
(951) 782-4263

22320 Foothill Blvd., Suite 500
Hayward, California 94541
(510) 888-7062

Or visit us online at
www.dca.ca.gov

For additional copies of this brochure,
write to:

Department of Consumer Affairs
Consumer and Community Relations Division
Complaint Mediation Program
1625 N. Market Blvd., Suite S-202
Sacramento, California 95834

Or call us toll free at
1-800-952-5210

State of California

DEPARTMENT OF
CONSUMER AFFAIRS

COMPLAINT MEDIATION PROGRAM



Arnold Schwarzenegger, Governor
State of California

Rosario Marin, Secretary
State and Consumer Services Agency

Charlene Zettel, Director
Department of Consumer Affairs

BRIDGING THE GAP TO MUTUALLY
ACCEPTABLE DISPUTE RESOLUTION

Call us toll free at 1-800-952-5210.



WHAT IS THE COMPLAINT MEDIATION PROGRAM?

The Complaint Mediation Program is part of the Consumer and Community Relations Division of the Department of Consumer Affairs (DCA). The Program is responsible for mediating consumer complaints which have been filed against the following industries: automotive repair, home furnishings, electronic and appliance repair, private investigator, private security, burglar alarm, repossession, locksmith, security guard, baton and firearm training, hearing aid dispenser, cemetery and funeral, and private postsecondary and vocational schools.

WHAT IS A MEDIATOR?

A mediator is a neutral, objective, third person who assists the consumer and the business in reaching a mutually acceptable resolution to settle a dispute. The mediator can propose terms to settle the conflict but will not decide how the dispute will be resolved.

WHAT DOES A MEDIATOR DO?

- Listens to both sides;
- Remains impartial;
- Reviews complaint for violation of laws and regulations; and
- Assists the parties in reaching a mutually acceptable resolution.



HOW DOES THE MEDIATION PROCESS WORK?

- The consumer submits a complaint to one of the four mediation centers or online at www.dca.ca.gov.
- Complaint Mediation Program staff review the complaint to determine whether it falls within our jurisdiction. If it is determined the complaint falls within our jurisdiction, a trained mediator is assigned to the complaint.
- The mediator contacts both the consumer and the business by telephone or mail to gather additional information and facts.
- The mediator assists the disputing parties and explores settlement options with the goal of reaching a resolution that is mutually satisfactory.
- If the dispute is not settled, the mediator advises the consumer of his or her right to file a civil or small claims court action.
- When violations of law are found, the mediator takes appropriate action to bring the business into compliance; complaints with serious violations are transferred to DCA enforcement staff for further investigation and disciplinary action, when appropriate.

WHAT KIND OF DISPUTES DOES THE PROGRAM MEDIATE?

- Refunds
- Repairs/Rework
- Service
- Product Exchange
- Electronic and Appliance Service Contracts
- Contract/Warranty Compliance

BENEFITS OF MEDIATION

- Mediation services are free of charge
- Reduces the need for costly intervention by the courts
- Allows for a greater number of possible solutions
- Timely complaint processing
- Less stressful
- Fosters communication and enhances the future relationship of the parties by clarifying issues, interests and needs
- Convenient and effective
- Allows the Program to track trends of deceptive practices and assists DCA in taking disciplinary action, when appropriate.



SMALL CLAIMS COURT OR OTHER CIVIL REMEDY

If disputes cannot be resolved through the mediation process, the Complaint Mediation Program advises the consumer of the option to pursue the matter through the civil court system -- either by use of the Small Claims Court or through the services of a private attorney.